



**Pedro E. Segarra**  
**Mayor**

## **MAYOR CONTINUES CITY REORGANIZATION TO STREAMLINE GOVERNMENT**

### **---NEWS AND COMMUNITY STATEMENT---**

(February 23, 2011) --- Mayor Pedro E. Segarra today announced the latest example of providing Hartford residents with a more efficient form of government. As part of an on-going effort to reorganize city departments to make them more effective, the Hartford 311 Call Center will now be part of the Department of Emergency Services and Telecommunications.

“Streamlining government without sacrificing services remains a top priority of my administration. In this case, it is all about professional customer service. Whether a caller is in need of emergency help or wants to report a pothole, they deserve timely and accurate action and information. From the City’s standpoint, this structural change will improve data collection that will be beneficial to all departments,” said Mayor Segarra.

“This is a natural fit,” said Andrew Jaffee, Director of the Department of Emergency Services and Telecommunications. “From an operational perspective, both the dispatch center and 311 receive calls from residents so both divisions will benefit from the same management structure.”

The 311 Call Center has been in effect since 2005. It started in the Mayor’s Office and then last year was transitioned to the Office of Management and Budget before moving to where Mayor Segarra believes it is best suited--- as part of the Emergency Services and Telecommunications.